

# The ASSET and Tools in the Mental Health Field



**CENTER FOR BEHAVIORAL MEDICINE:  
KANSAS CITY**

# CBM: A Quick History



- Originally known as the Western Missouri Mental Health Center
- Department of Mental Health Hospital since the late 60's
- UMKC Department of Psychiatry and a training facility for many other mental health professionals
- Acute facility and only Psychiatric ER in Kansas City until July 2009
- Long Term facility today

# CBM: Current Structure



- 2 Units: long term care – 40 beds
- IST Unit- 25 beds
- Group Homes- 65 beds
  - 2 Mental Health Group Homes
  - 3 Waiver Mental Health Group Homes
  - 1 Supervised Apartment Complex

# First Asset:2011



- One Unit Selected: 3C
- One Group Home Selected: Esperanza
- Reasons for the Asset:
  - Change in Mission of the organization
  - New Goals of a New Administration
  - Desire to be moving in a positive direction as an agency

# Results of the First Asset



- Unit 3C
  - Needs of patients are being met
  - Some staff are working to build relationships with patients already.
  - Some staff are implementing informal reinforcement at high rates
  - Should look at ways that patients have access to preferred items.
  - Tools training should be encouraged for all staff to help teach desirable behaviors.
  - Work to align behavioral expectations with reinforcement systems.

# Results of the First Asset



- **3C's Response:**
  - Unit Manager and Psychologist had immediate buy in
  - All nursing staff enrolled in Tools training at CBM
  - Change in reinforcement systems
  - Sweet Solutions

# Results of the First Asset



- **Group Home: Esperanza**
  - Most staff worked consistently to build relationships with residents.
  - Some Staff are implementing informal reinforcement at high rates
  - Most individuals seem to have many aspects of their lives that are important for having a meaningful day.
  - Should look into ways for residents to have input into schedules.
  - All staff should be trained in Tools.
  - Align behavioral expectations with reinforcement systems

# Results of the First Asset



- **Esperanza's Response:**
  - Director became a Tools Trainer and bought in to this.
  - Staff started attending the Tools Training
  - Survey taken about what the residents like to do
  - Schedules based on survey results.
- Change in Leadership at Esperanza....



# Tools of Choice

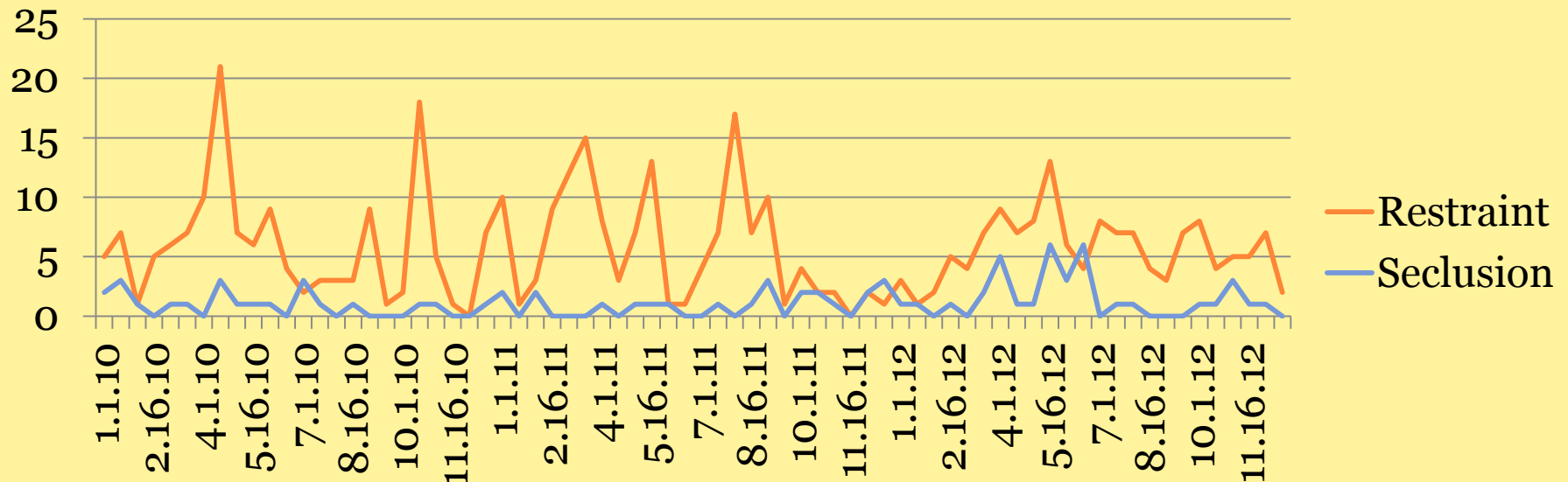


- First classes in 2012 at KCRO
  - 7 staff trained-
    - ✦ 6 from 3C
    - ✦ 1 from Esperanza
- A couple of trainings at CBM offered
- Discretion of the Supervisors
- Discretion of the Employees
- All Clinical Staff Pro-Act Trained- preferred method
- A Team Formed

# Tools in Mental Health



- Common Concerns:
  - Psychiatric Diagnosis-
  - Behaviors
  - Aggression: Rates of Restraint and Seclusion: Pre -Tools



# Tools of Choice



- 2013: CBM begins training
  - 57 new staff trained
    - ✦ Mostly from 3C
    - ✦ Rehab staff starts getting involved
    - ✦ Esperanza Director leaves- half of staff trained
    - ✦ Lakeland starts working to get trained
    - ✦ Highlands becomes 100% trained
    - ✦ Crossroads starts getting trained
    - ✦ Director of Nursing takes Tools and supports the training in July
    - ✦ Director of Security takes Tools in December and supports the training

# Tools of Choice



- **2014: Year of Momentum**
  - 112 new staff trained
  - Group Homes made it mandatory for all staff to be trained with most already achieving this.
  - 3C is 100% trained
  - Rehab 100% trained
  - Security, Social Work, Dietary, Environmental Services start attending
  - Most of Administration is trained
  - 1 Psychiatrist brings his treatment team to a training
  - Part of New Employee Orientation for all staff

# Tools of Choice



- **2015....**
  - All Group Home Staff will be trained by July 2015
  - In the first 4 months 55 new staff trained
  - FLT has indicated that all staff are to take the Tools training
  - Accounting is starting to have staff attend
  - New Culture of CBM
  - Emphasizing that Tools is for everyone and it is how we engage with each other....not just with the clients!

# 2<sup>nd</sup> Asset Completed



- Full organization surveyed
  - 2 Units
  - IST Unit
  - Group Homes and Apartment Complex

# Results of 2<sup>nd</sup> Asset



- **Agency Wide:**
  - Tools has been implemented and is helping to build relationships.
  - The group homes are helping residents have a more meaningful day – still limited on the units
  - There is greater choice in the group homes than on the unit.
  - Not all of the staff have bought into Tools and are committed to making a change.
  - The “therapeutic staff” are seen as the ones responsible for teaching new skills.
  - Level System is used and not set up in a “To Do” terms way.

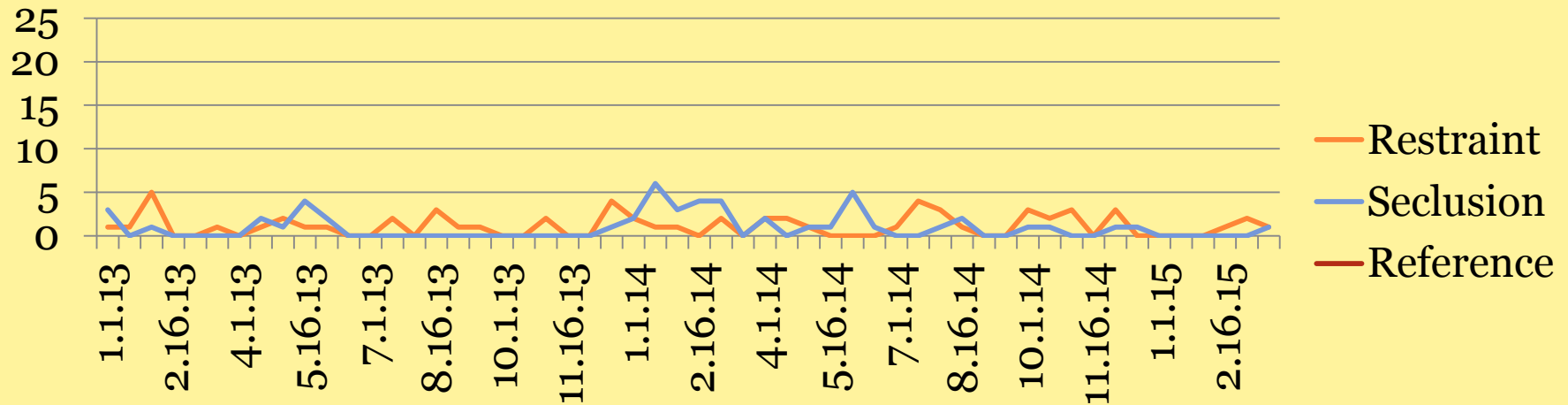
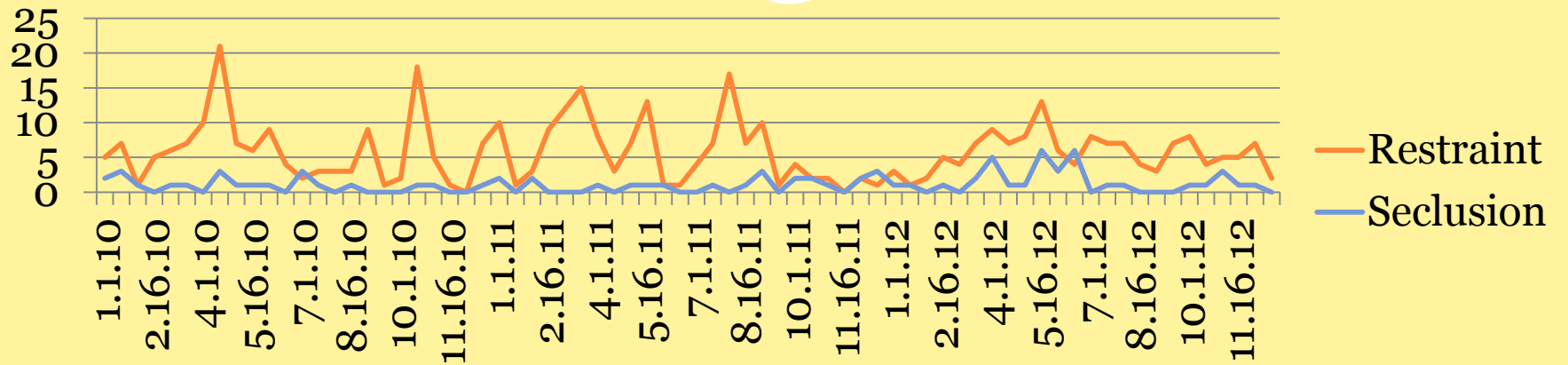
# Results of 2<sup>nd</sup> Asset



- 3C:
  - Some noted improvements in general
  - Level system is in place, but is a punitive system
  - Increase in relationship building noticed on the unit
- Esperanza:
  - More choices being offered
  - Believed that a change in the leadership and staff turn over at a critical time this is being counted more as a new baseline



# Restraint and Seclusion Rates



# Future Directions



- Facility Leadership and A Team
- Goals being developed for the agency
- All CBM Staff trained in Tools
- New Culture of CBM!!!!